

# The Community Rehabilitation Outreach Team: A local evaluation examining the views of service users.

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**Background:** The Community Rehabilitation Outreach Team provide specialist support to patients in the community with long-term neurological conditions or following major trauma. During August 2014 the service was expanded and in June 2015 United Lincolnshire Hospitals NHS Trust approached the University of Lincoln to conduct an evaluation to examine the views of patients and carers using the service.



**Methods:** The evaluation consisted of a patient experience survey (n=123) and four focus groups (n=15) in Louth, Lincoln, Boston and Grantham.

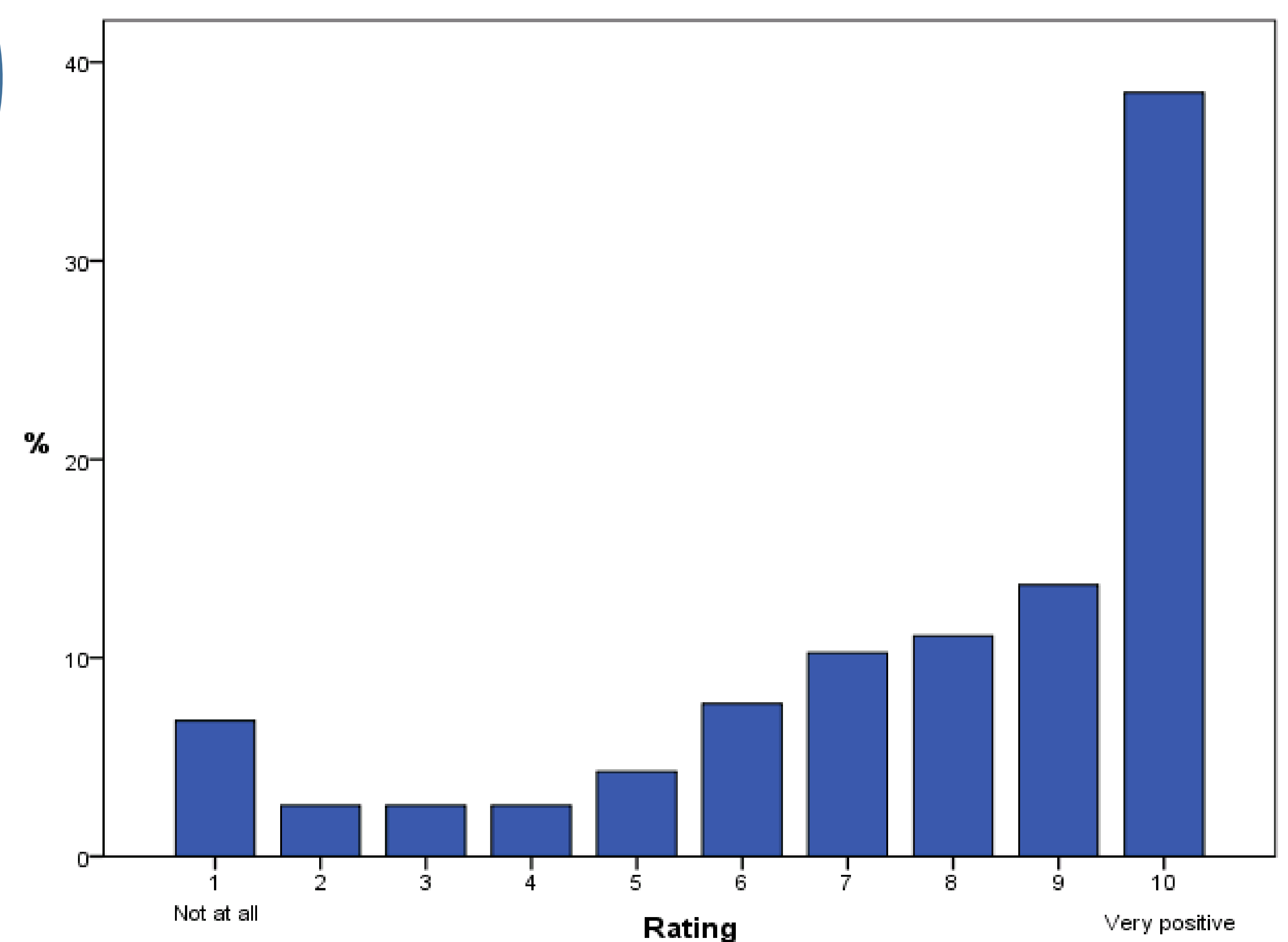
**Results:** Patients were very positive about the time that the team spent with them and the support they received. The number of home visits had increased and the benefits of these were stressed by patients. They also emphasised the wider impact the service had had on their quality of life. The majority of focus group participants were new to the service and were unable to comment on any changes which may have occurred since the expansion had taken place.

*"They have included us in everything and as a carer, we very often get left out. I have been involved in every step. They ask my opinion on what would help. It makes a nice change."*

*"For them to see us in our surroundings then the tips that they give is brilliant. It's vitally important that they come out and see home circumstances."*

*"The impact has been huge. I had to give up work due to the difficulties I was having..... When she started coming I wasn't even able to get down a step. I'm now walking upright. .... Now I'm thinking of going back to work. It's changed my family life because I'm more awake. I've come off medication. The pain is so reduced. It's like getting my old self back."*

**How much of a positive impact has the service had on your life?**



**Conclusion:** The evaluation found the Outreach Team to be held in high regard by patients and carers who valued the time spent with them and the service they received. The results have subsequently been used to secure permanent funding.

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